



PATENT APPLICATION DECLARATION

 X REGULAR (UTILITY) OR DESIGN APPLICATION
(check one)

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled "TELEPHONE CALL CENTER WITH METHOD FOR PROVIDING CUSTOMER WITH WAIT TIME UPDATES", Attorney Docket No. 064198.0168 (SBC File No. T00516), the specification of which:

 is attached hereto.

 X was filed on July 11, 2003 as U.S. Application Serial No. 10/617,486 and was amended on (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulation, Section 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, Section 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

 X no such applications filed

 such applications identified as follows:

Serial No.	Country	Day/Month/Year Filed	Priority Claimed (Yes/No)
<u> </u>	<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>	<u> </u>

I hereby claim the priority benefit under Title 35, United States Code, Section 119(e) of any United States Provisional application(s); or under Section 120 of any United States application(s); or under Section 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code, Section 112, I acknowledge the duty to disclose information which is material as defined in Title 37, Code of Federal Regulations, Section 1.56 which becomes available between filing date of the prior application and the national or PCT international filing date of this application.

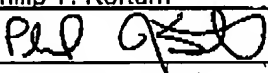
Prior U.S. or PCT International Application(s):

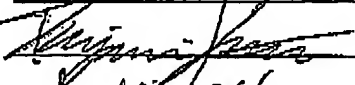
 X no such applications filed such applications identified as follows:

Application Serial No.	Filing Date	Status (Patented, Pending, Abandoned)
_____	_____	_____
_____	_____	_____

I hereby declare that: as to any claimed subject matter of this application which is common to my earlier United States or foreign application(s), if any, which I have identified above and claimed the benefit of priority thereof, I do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the first of said earlier application(s), or in public use or on sale in the United States more than one year prior to the first of said earlier application(s), and that the common subject matter has not been patented or made the subject of an inventor's certificate before the date of the first of said earlier U.S. application(s) in any country foreign to the United States on an application, filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a Design patent application) prior to the first of said earlier U.S. application(s), if any; and that, as to any claimed subject matter of this application which is not common to said earlier application(s), if any, I do not know and do not believe that the same was ever known or used in the United States before my invention thereof or patented or described in any printed publication in any country before my invention thereof or more than one year prior to the date of this application, or in public use or on sale in the United States more than one year prior to the date of this application, and that said subject matter has not been patented or made the subject of an inventor's certificate in any country foreign to the United States on an application filed by me or my legal representatives or assigns more than twelve months (six months if the present application is a design patent application) prior to the date of this application.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statement and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of First inventor	<u>Philip T. Kortum</u>		
Inventor's signature	<u></u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Austin</u> City	<u>Travis</u> County	<u>Texas</u> State or Foreign Country
Citizenship	<u>United States of America</u>		
Post Office Address	<u>10501 O'Rourke Lane</u>		
	<u>Austin</u> City	<u>Texas</u> State or Country	<u>78739</u> Zip Code

Full name of Second inventor	<u>Benjamin A. Knoff</u>		
Inventor's signature	<u></u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Round Rock</u> City	<u>Williamson</u> County	<u>Texas</u> State or Foreign Country
Citizenship	<u>United States of America</u>		
Post Office Address	<u>8365 Liberty Walk Drive</u>		
	<u>Round Rock</u> City	<u>Texas</u> State or Country	<u>78681</u> Zip Code

Docket No. 064198.0168

Full name of Third inventor	<u>Randolph G. Bias</u>		
Inventor's signature	<u><i>R. G. Bias</i></u>		
Date:	<u>3-8-04</u>		
Residence:	<u>Austin</u> City	<u>Travis</u> County	<u>Texas</u> State or Foreign Country
Citizenship	<u>United States of America</u>		
Post Office Address	<u>1329 Braided Rope Drive</u>		
	<u>Austin</u> City	<u>Texas</u> State or Country	<u>78727</u> Zip Code

Full name of Fourth inventor	<u>Robert R. Bushey</u>		
Inventor's signature	<u>Robert R. Bushey</u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Cedar Park</u> City	<u>Williamson</u> County	<u>Texas</u> State or Foreign Country
Citizenship	<u>United States of America</u>		
Post Office Address	<u>1117 Stillwell Ridge</u>		
	<u>Cedar Park</u> City	<u>Texas</u> State or Country	<u>78613</u> Zip Code

ATTORNEY DOCKET
064198.0168 (T00516)PATENT APPLICATION
10/617,486

1

POWER OF ATTORNEY

As a named inventor, I hereby appoint the attorney(s) and/or agent(s) named below to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

The appointed attorney(s) include:

Bruce E. Stuckman Registration No. 36,693

and;

The Practitioners at Customer Number

31625

all of the firm of Baker Botts L.L.P., my attorneys/agents with full power of substitution and revocation, to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith, and to file and prosecute any international patent applications filed thereon before any international authorities.

Please address all correspondence to the following:

Ann C. Livingston
The above-mentioned Customer Number

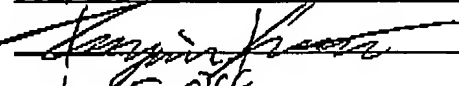
and direct telephone calls to:

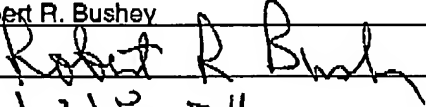
512.322.2634.

Full name of joint inventor	<u>Philip T. Kortum</u>		
Inventor's signature	<u><i>Philip T. Kortum</i></u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Austin</u> City	<u>Travis</u> County	<u>Texas</u> State or Foreign Country
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2

Full name of joint inventor	<u>Benjamin A. Knott</u>		
Inventor's signature	<u></u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Round Rock</u> City	<u>Williamson</u> County	<u>Texas</u> State or Foreign Country
Citizenship	<u>United States of America</u>		
Post Office Address	<u>8365 Liberty Walk Drive</u>		
	<u>Round Rock</u> City	<u>Texas</u> State or Country	<u>78681</u> Zip Code

Full name of joint inventor	<u>Robert R. Bushey</u>		
Inventor's signature	<u></u>		
Date:	<u>1-15-04</u>		
Residence:	<u>Cedar Park</u> City	<u>Williamson</u> County	<u>Texas</u> State or Foreign Country
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Ann C. Livingston

The above-mentioned Customer Number

and direct telephone calls to:

512.322.2634.

Full name of Joint inventor	<u>Randolph G. Bias</u>		
Inventor's signature	<u><i>Randolph G. Bias</i></u>		
Date:	<u>3-8-04</u>		
Residence:	<u>Austin</u> City	<u>Travis</u> County	<u>Texas</u> State or Foreign Country
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